

Terms and Conditions for Campervan-Hire-NZ.com

The merchant name on your statement will appear as 'Campervan-Hire-NZ.com'. Before making a booking, you should read the cancellation policy and terms & conditions

Price and availability are subject to change due to specials and the flex rate system. Your booking and deposits will not be processed until the vehicle is confirmed as available at the quote price, at which point the customer is responsible for cancellation costs by both Campervan-Hire-NZ.com and the operator of the vehicle. Booking requests are always subject to availability, which is constantly changing. Once the deposit arrangements have been made, Campervan-Hire-NZ.com will then confirm the reservation and send you the confirmation details such as pick up point and contact phone numbers, etc.

Amendments: Campervan-Hire-NZ.com will not charge administration fees to make amendments to pick up and drop off dates; however, the vehicle operators may have price variances that will apply and must be paid by the customer, extensions may require the deposit amount to be increased. Reduction in rental periods may reduce the total of the rental, but the deposit will remain unchanged. When reducing the rental or changing insurance package, the difference in deposit amounts required will not be refunded. It is highly recommended by Campervan-Hire-NZ.com that all travellers purchase Travel Insurance to protect themselves during, and before, their journey. Some Travel insurance can mean that you are covered in the event of needing to cancel your bookings because of illness, etc.

Campervan-Hire-NZ.com is a supplier for a variety of Campervan and Motor home operators. Each of these operators has their terms and conditions that you need to understand before proceeding with your booking. We make every effort to keep this information up to date on our website but cannot guarantee that the terms and conditions are not modified by the operators as they reserve the right to do so at any time. We shall make every effort to provide the vehicle requested, but where a vehicle is unavailable for any reason, we reserve the right to provide you with a comparably high standard vehicle at no extra cost. While including the same facilities, vehicle layouts may vary slightly from those shown due to manufacturer's design changes.

Please note: McRent vehicles pick-up and drop times are:

- Standard pick-up is 12:00 PM.
- Standard drop-off is 10:00 AM.

You can request an earlier pick-up or drop-off time (depending on availability) there is a \$50 per hour charge that will be applied *after your booking is confirmed* plus a \$25 amendment fee.

Please note: McRent vehicles pick-up and drop off are at the same time (24-hour cycle).

Standard pick-up drop off is 9:00 am. When you request a drop-off time later than your pick-up time, there is a \$50 per hour charge that will be applied *after your booking is confirmed*. The maximum charge is \$300 for a 9am pick up and a 3pm drop off.

All booking deposits (30%) are non-refundable, you are locking in a great price and need to make sure of your travel arrangements before confirming the booking, this is part of the reason that we recommend travel insurance. As stated above, we are happy to change travel dates subject to availability when required, but this can incur costs with variation in daily rates and cancellation costs if reducing the period of rental.

The remaining balance of all rentals is due 50 days before the vehicle pick-up date. If after this date, the customer cancels their booking, then the cancellation policy will apply. We accept Visa, Mastercard, and bank transfers (NZ\$ only). A credit card surcharge fee of 3.7% is applied for any transaction. Campervan-Hire-NZ.com is not responsible for any International Bank Fee your credit card company may impose. If the balance is not received 43 days before commencement of the hire, the Rental Company reserves the right to treat the booking as cancelled.

Fees of cancellation or reduction of the length of hire/cancelled days

Up to 95 days prior to pick-up is free of charge

Between 94 and 35 days before pick-up: 30% of the full rate, (minimum NZ\$ 500.00)

Between 34 and 10 days before pick-up: 50% of the full rate (minimum NZ\$ 500.00)

Less than 10 days before pick-up or now show 100% of the full rate

There is no refund for late pick-up or early return of vehicle. Age restriction: Minimum age: 25 years. Subsequent changes are not permitted. Each booking reservation amendment will be charged according to the current valid price list. After confirmation of the booking reservation, subsequent or further changes are not permitted.

By booking with Campervan-Hire-NZ.com you agree to abide by this cancellation policy which overrides the vehicle operators.

Please note: Cancellations or amendments must be made strictly in writing via email.